



ForwardHealth Remittance Advice Changes Training

EDS Professional Relations Representatives

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Remittance Advice Changes

- New paper Remittance Advice (RA) will replace current Remittance and Status (R/S) Report.
- RA Financial Cycles.
- Obtaining the RA.
- Sections of the RA.
- General Changes to the RA:
 - o Explanation of Benefit Codes in the Claim Header and Detail Lines.
 - 4-digit numeric codes.
 - New descriptions.
 - o Claims In Process Section.
 - o 601 Receivable.
 - Withheld immediately.
 - o Prior Authorization Number.
 - o Prior Authorization Status.





Resources

Providers of all programs will have many resources (both Web based and otherwise) to access information:

- ForwardHealth implementation Updates.
- WiCall.
- Provider Services.
- Walk-in appointments.
- Written inquires – can be submitted via mail or the Portal.
- Member Services.
- Professional Relations Representatives.
- Additional Provider Education.
- EDI Help Desk.
- Contact Us on the Portal.
- Portal Help Desk.
- Important Web Sites.

